

North Carolina Turnpike Authority

Board of Directors Meeting

May 16, 2024



Board of Directors



Joey Hopkins
Chair



**James 'Jim'
Walker**
Vice Chair



Robert D. Teer Jr.
Secretary & Treasurer



John Adcock
Board Member



**Dr. Pamela
Gibson Senegal**
Board Member



Sam Hunt IV
Board Member



**Montell W.
Irvin**
Board Member



**Charles 'Chuck'
L. Travis III**
Board Member



Julie Eiselt
Board Member

Opening Comments

Secretary Hopkins
Chair



Thank you, Dennis!

Your tireless work building and improving North Carolina's transportation infrastructure over the past 33 years amazes us all.

We wish you luck and happiness as you enter this next chapter!

Executive Director Comments

JJ Eden
Executive Director

Finance Committee Report

Robert Teer

Finance Committee Chair

Operations Committee Report

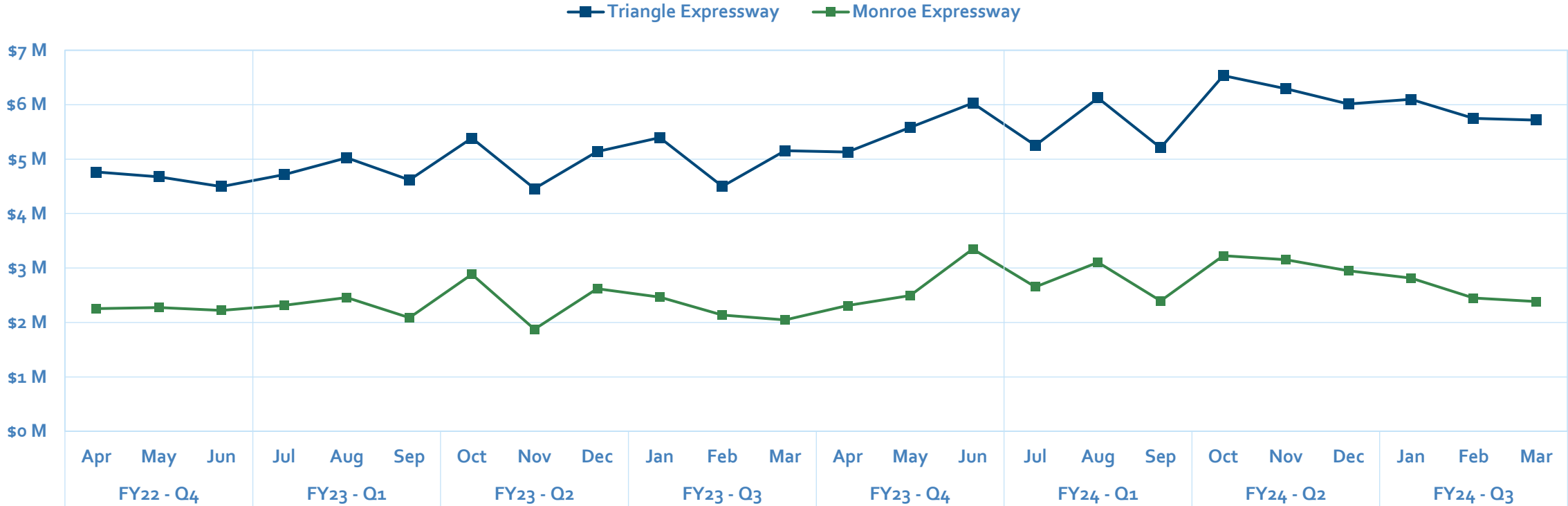
Mayor Charles Travis
Operations Committee

Finance & Budget Update

David Roy

Director of Innovative Finance

Revenue Statistics



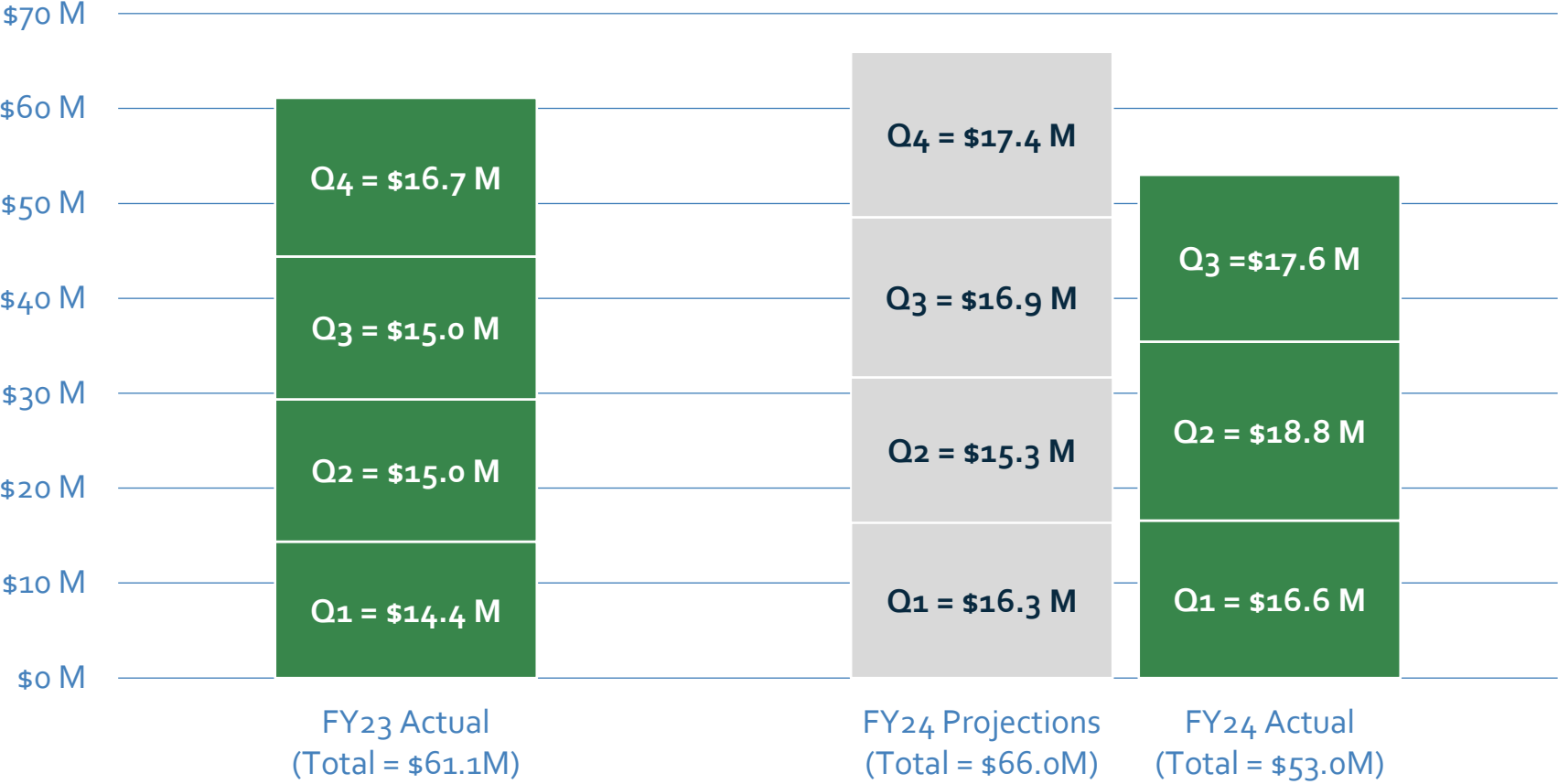
	FY22 – Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4	FY24 – Q1	FY24 – Q2	FY24 – Q3
Triangle Expressway Actual Revenue¹	\$13,935,336	\$14,360,621	\$14,981,905	\$15,049,408	\$16,742,367	\$16,584,826	\$18,846,688	\$17,564,748
YOY Percent Change	23.1%	12.3%	7.7%	12.3%	20.1%	15.5%	25.8%	16.7%
	FY22 – Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4	FY24 – Q1	FY24 – Q2	FY24 – Q3
Monroe Expressway Actual Revenue¹	\$6,747,248	\$6,853,322	\$7,377,116	\$6,646,820	\$8,147,531	\$8,152,506	\$9,325,970	\$7,643,907
YOY Percent Change	19.5%	0.7%	4.6%	3.6%	20.8%	19.0%	26.4%	15.0%

¹Actual revenue is reported on a cash basis – UNAUDITED – non-GAAP

Revenue Statistics

Triangle Expressway

FY24 revenues up **19.4%** 
 year-over-year
 FY24 revenues up **9.2%** 
 compared to projections



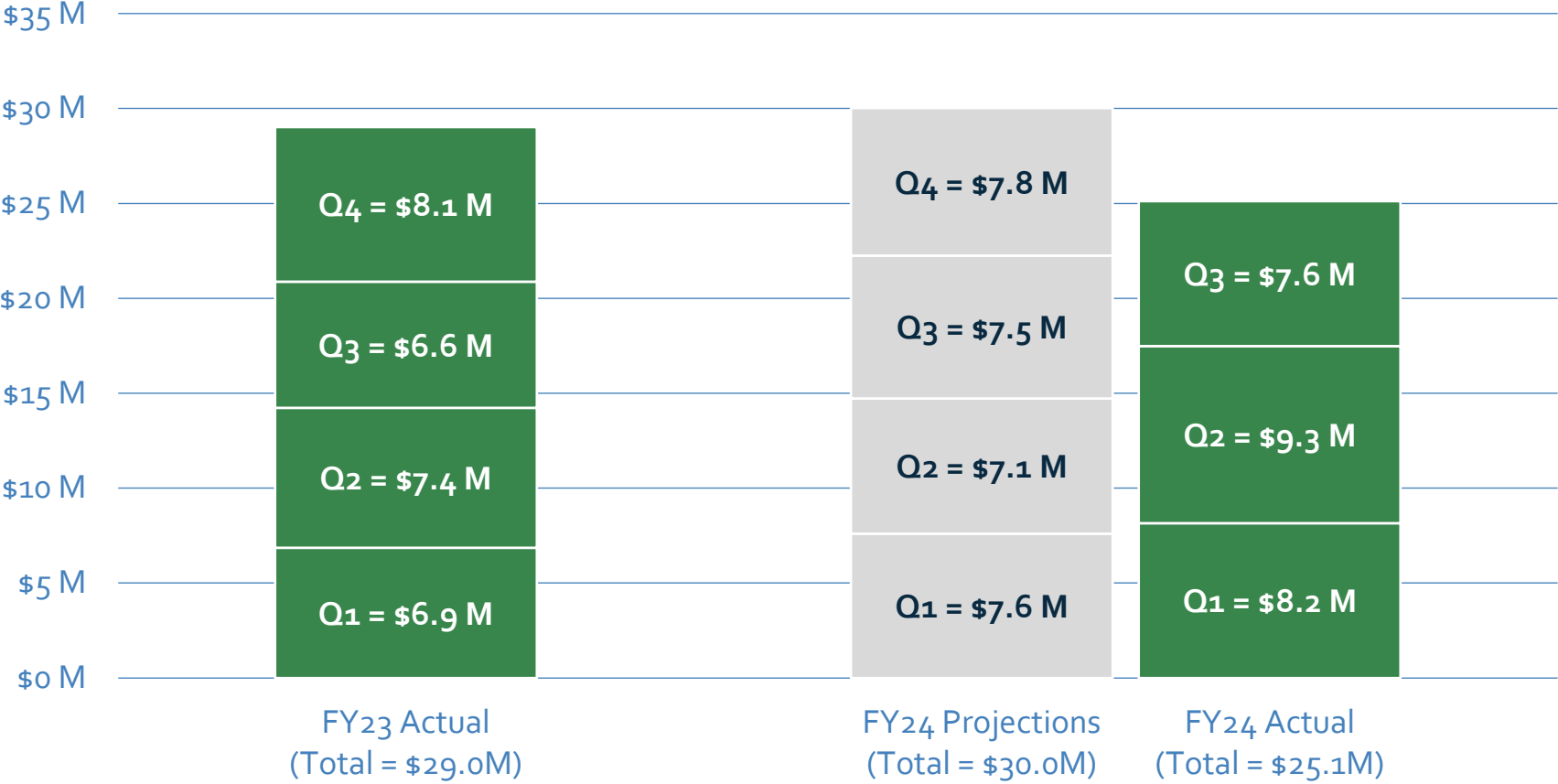
- Revenue figures are inclusive of all toll revenue and fees
- Actual revenues reported on a cash basis – UNAUDITED – non-GAAP

Revenue Statistics

Monroe Expressway

FY24 revenues up **20.3%**  year-over-year

FY24 revenues up **12.9%**  compared to projections

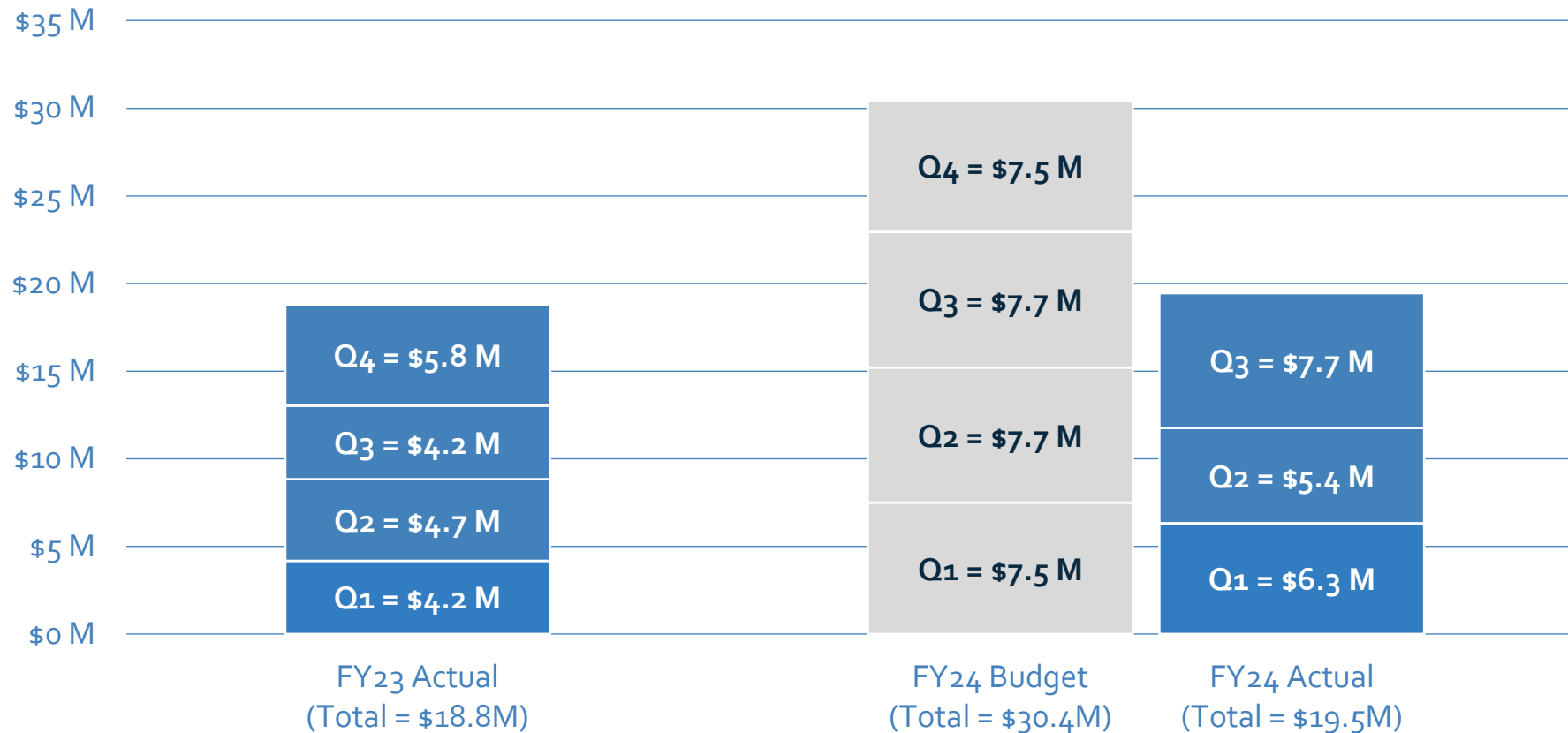


- Revenue figures are inclusive of all toll revenue and fees
- Actual revenues reported on a cash basis – UNAUDITED – non-GAAP

Operating Expenses

Triangle Expressway

FY24 expenses **15.2%** lower than projected budget ↓

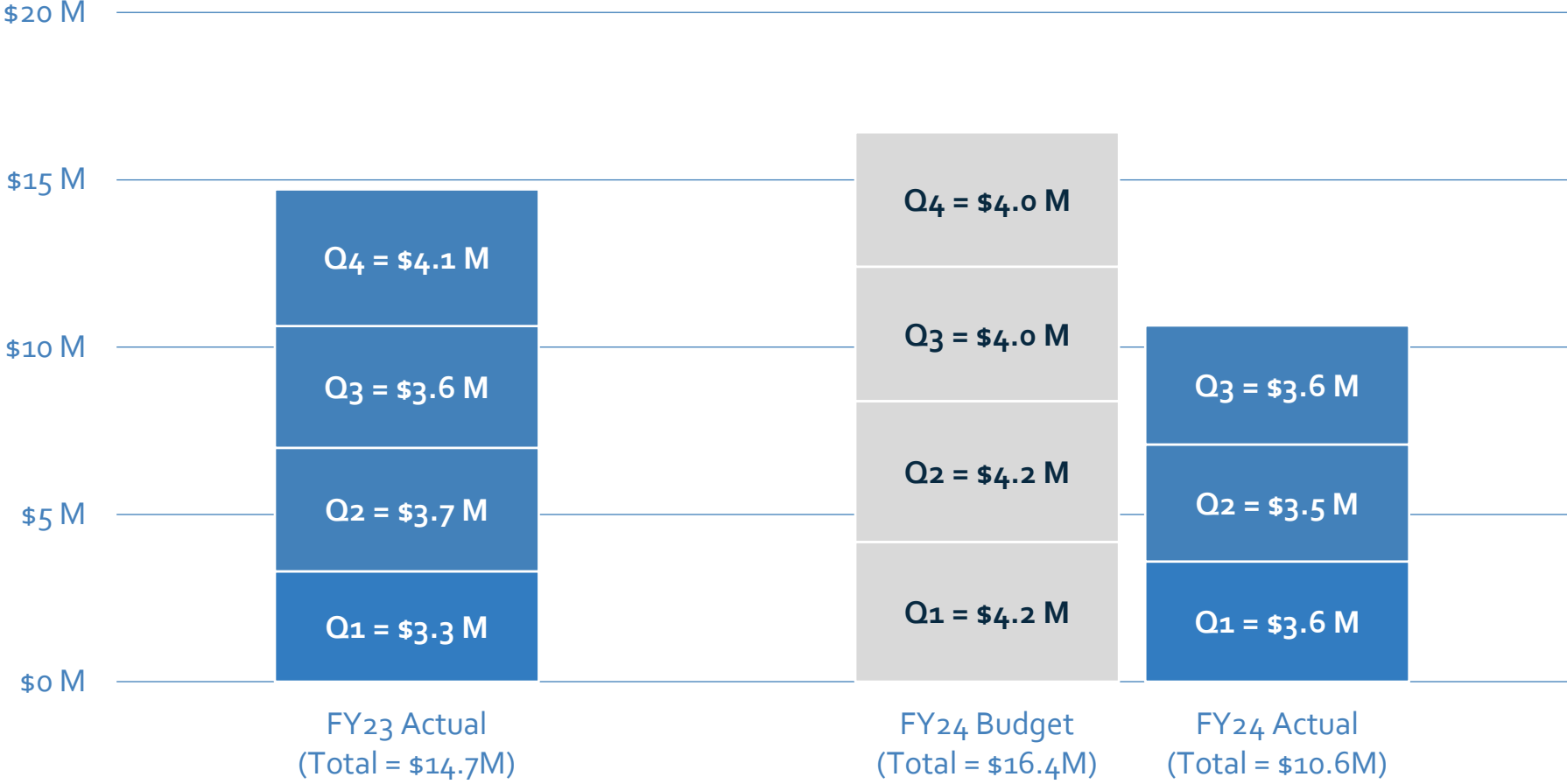


• Actual operating Expenses reported on a cash basis – UNAUDITED – non-GAAP

Operating Expenses

Monroe Expressway

FY24 Expenses **14.2%** lower than projected budget ↓



• Actual operating Expenses reported on a cash basis – UNAUDITED – non-GAAP

Cash Generated from Operations

As of March 31, 2024

Operating Revenues (cash basis non-GAAP unaudited)				
Project	Toll & Fee Revenues	Appropriations	Interest Earnings*	Total Operating Revenue
Triangle Expressway	52,996,261	18,750,000	4,734,893	76,481,154
Monroe Expressway	25,122,383	18,000,000	2,893,615	46,015,998
Total	78,118,644	36,750,000	7,628,508	122,497,152

Q3 - Projections				
Project	Toll & Fee Revenues	Appropriations + Expected Subsidy	Interest Earnings	Total Projected Revenue
Triangle Expressway	48,538,594	18,750,000	-	67,288,594
Monroe Expressway	22,249,972	18,000,000	-	40,249,972
Total	70,788,566	36,750,000	-	107,538,566

Delta
9,192,560
5,766,026
14,958,586



*Excludes project account interest earned, interest earned on debt in escrow and capitalized interest

Cash Remaining after Debt Service

As of March 31, 2024

Debt Service (cash basis non-GAAP unaudited)				
Project	Operating Revenues	Toll Revenue Debt Service ¹	Appropriation Debt Service	Total Revenues Less Debt Service
Triangle Expressway	76,481,154	43,435,744	23,157,523	9,887,888
Monroe Expressway	46,015,998	12,078,407 ²	25,485,827	8,451,763
Total	122,497,152	55,514,151	48,643,350	18,339,651

Q3 - Projections				
Project	Operating Revenues	Toll Revenue Debt Service ¹	Appropriation Debt Service	Total Projected Less DS
Triangle Expressway	67,288,594	43,435,744	23,157,523	695,328
Monroe Expressway	40,249,972	12,078,371 ²	25,485,827	2,685,774
Total	107,538,566	55,514,115	48,643,350	3,381,101

Delta
9,192,560
5,765,990
14,958,550



¹Debt paid with capitalized interest is not included and accreted value is not shown, debt service payments are made on Jan. 1 and July 1 each year.

²Small discrepancy on TIFIA invoice for 1.1.2024

Cash Remaining after Debt Service and Operating Expenses

As of March 31, 2024

Operating Expenses & Cash Change from Operations (cash basis non-GAAP unaudited)				
Project	O&M	R&R	Total Operating Expenses	Total Cash Change from Operations
Triangle Expressway	19,455,752	2,348,671	21,804,423	(11,916,535)
Monroe Expressway	10,646,806	30,769	10,677,575	(2,225,812)
Total	30,102,558	2,379,439	32,481,998	(14,142,347)

Q3 - Projections				
Project	O&M Budget	R&R Budget	Total Operating Expenses	Total Projected Less DS and Ops
Triangle Expressway	22,949,668	4,763,233	27,712,901	(27,017,573)
Monroe Expressway	12,402,544	620,050	13,022,594	(10,336,820)
Total	35,352,212	5,383,283	40,735,495	(37,354,393)

Delta
15,101,038
8,111,008
23,212,047



Proposed Toll Rate Schedules

David Roy
Director of
Innovative Finance

Logen Hodges
Director of Marketing
and Communications

Proposed Change to Pre-paid Discount

- NCTA is proposing to increase the pre-paid toll discount to ~50% on all NCTA-operated roadways
 - Currently, pre-paid customers receive a discount of ~35% on tolls
 - Proposed change would increase the BBM rate by 30% and keep ETC rates unchanged
- This proposed change would more appropriately allocate costs to a customer's chosen payment method and encourage greater pre-paid account adoption rates
 - Post-paid Bill by Mail (BBM), or video, transactions cost approximately 3x more to process than pre-paid, transponder based transactions
 - The anticipated gross revenue impact is less than +5% and the transaction impact is no more than -5%
- CDM Smith, as Traffic and Revenue Consultant, has provided revised forecasts and letters of no negative impact for both the Triangle Expressway System and Monroe Expressway, consistent with the Policy for Adopting Toll Schedules and Adjustments to Toll Schedules
- The proposed change in discount would be effective January 1, 2025

Proposed Resolutions

- Triangle Expressway System
 - Amends the current toll rate schedule for the Triangle Expressway System (including Complete 540 Phases 1 and 2) through 2064
 - Includes adoption of toll rates for Complete 540 Phases 1 and 2 sections
 - Schedule includes proposed changes to pre-paid discount for all sections of the Triangle Expressway System
 - Schedule includes incremental increases each year on January 1
- Monroe Expressway System
 - Amends the current toll rate schedule for Monroe Expressway System through 2058
 - Schedule includes proposed changes to pre-paid discount
 - Schedule includes incremental increases each year on January 1
- Included with each proposed resolution are letters of no negative impact and a supplemental forecast from the Authority's traffic and revenue consultant, along with opinions from the Authority's financial advisor and bond counsel



Strategic Communications Plan

Message to Customers Now and in the Future

- How to pay the lowest toll rate
- How to pay tolls in 19 states
- Education on all the ways to pay for your toll travel



Clear Expectations for Customers

MAY 2024

- Board approval
- Stakeholder engagement



NOVEMBER – DECEMBER 2024

- Distribute sticker transponders to all BBM customers
- Launch first phase of retail program

JUNE – OCTOBER 2024

- Launch It's Never Been Easier campaign
- NC Only account
- Lower prepaid account minimum from \$20 to \$10 in 2024
- Lower transponder prices
- Monthly account balance evaluation


JANUARY 2025

- New toll rates effective
- Messaging continues

Campaign Messaging Schedule

Campaign	Anticipated Date	Platforms	Messaging
1			
It's Never Been Easier	June – July	Press release, email, social media, CSR script, media talking points, stakeholder coordination, invoice and statement promo sections, CSC TV slides, new web pages, website and app enhancements, FAQs, video, outreach and WIC signage, staff resources	NC Quick Pass is offering lower pre-paid balances and a new NC Only account to help you save on tolls!
2			
Summer Travel	July – August	Press release, email, social media, video, paid advertising	NC Quick Pass is your way to the mountains, lake or beach!
3			
Save 50% on Tolls in 2025	November – December	Press release, email, social media, direct mailer, CSR script, media talking points, stakeholder coordination, media interviews, radio interviews, invoice and statement promo sections, CSC TV slides, website updates, FAQs, video, paid advertising	Use NC Quick Pass to pay the lowest toll rate! Now save 50% on tolls in NC.

NC Only Account Preview

Jsmith57

Summary

Account Balance: **\$20.00**

Account Status: **Active**

Replenishment: **Automatic – Credit Card**

Method: **Pre-paid**

Alerts 4

Payment Confirmation
NC Quick Pass: Your payment of \$20.00 has been received.


Date: **01/19/2023**

Transactions

Payment Options

Vehicles

Statements & Invoices

 **Convert to NC Quick Pass**
You can use your NC Quick Pass to pay tolls in 19 states

User selects 'Convert'

Profile

Name: **Mr. John Smith**

Account Type: **NC Quick Pass Personal**

Account Number: **9999999999**

Primary Address: **123 Main Street, Mt Airy, NC 27030 United States**

Primary Phone: **555-555-5555**

Email Address: **jsmith57@gmail.com**

Summer Travel Campaign Concept

CONCEPT - BOBBLEHEAD

What's more fun than a bobblehead? Not much, unless it's easily getting to all the fun North Carolina has to offer with NC Quick Pass. Each bobblehead will be outfitted to enjoy a great NC destination: mountains, lake, city and beach.

HEADLINE OPTIONS

**Head towards all
the fun this summer.**

**Dash around this summer
to catch all the fun.**

SUBHEAD

**NC Quick Pass your way to the
mountains, lake, city and beach.**

SUMMER HEADLINE FONT

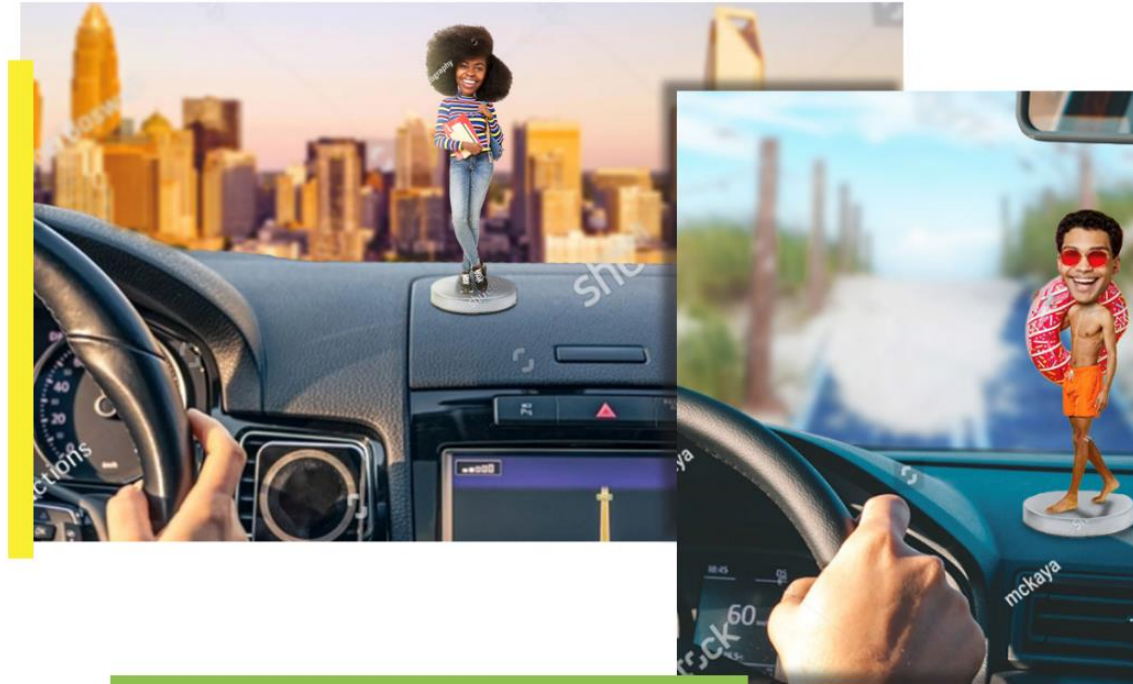
Headline

ORIGINAL COLORS



SUMMER COLOR ADDITION

IMAGERY EXAMPLES



Action Items

Secretary Hopkins

Chair

Chief Engineer Update

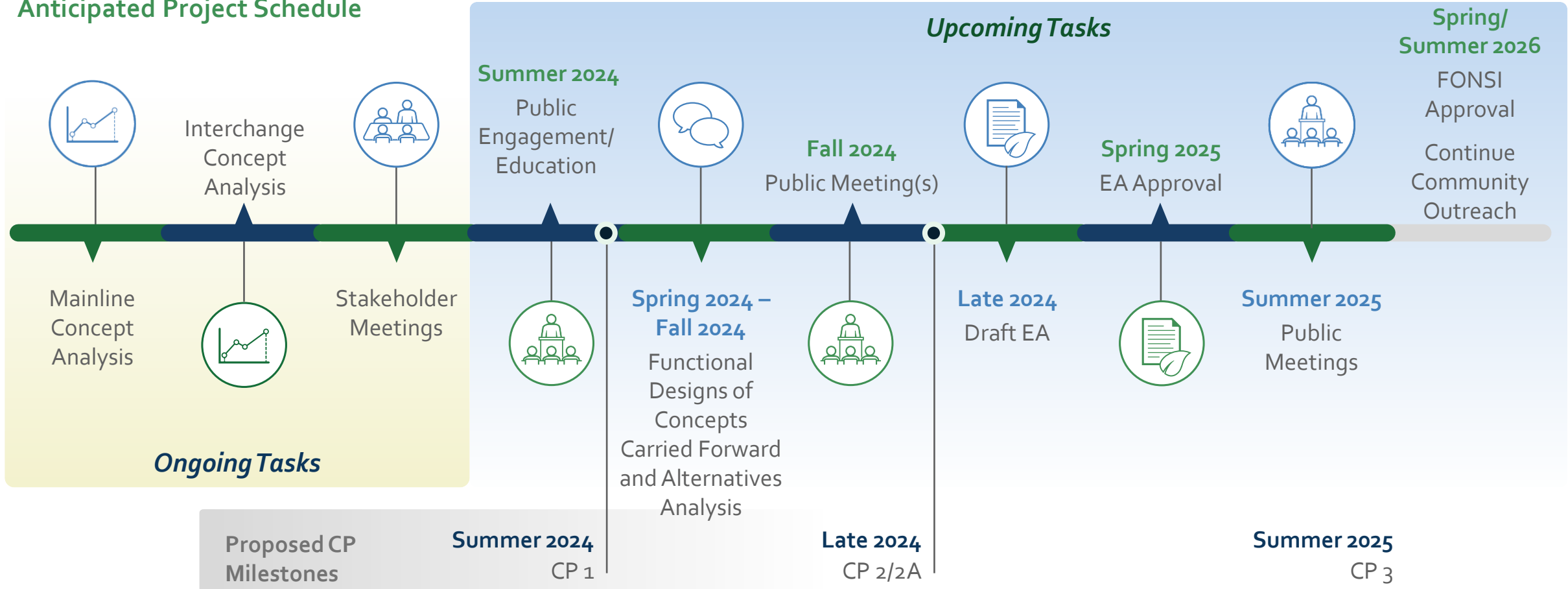
Patrick Norman, P.E.

Chief Engineer

I-77 South

I-77 South Express Lanes

Anticipated Project Schedule



Mid-Currituck Bridge

- 7.3-mile toll project including bridges over Currituck Sound and Maple Swamp
- Widening on N.C. 12 at bridge terminus
- Comparative analysis results – summer 2024
- Environmental permits underway



Complete 540

Phase 1

- R-2721A
 - On track for substantial completion in July 2024
- R-2721B
 - On track for substantial completion in June 2024
- R-2828
 - On track for substantial completion late July 2024



The background features a dark blue hexagonal grid pattern. Overlaid on this grid are several glowing, wavy trails of small particles in shades of light blue and green, creating a sense of motion and depth.

Complete 540 Phase 1

Toll Systems

Toll Integration

- Toll integration efforts are ongoing



The background features a dark blue field with a subtle, light blue hexagonal grid pattern. Overlaid on this are several dynamic, glowing trails of particles in shades of light blue and green, which appear to be moving or vibrating across the frame.

Complete 540 Phase 2



Phase 2 Schedule

Fall 2023

I-40 to I-87/U.S. 64/U.S. 264
construction contracts awarded

June 2024

Anticipated beginning of major
construction activities



540 FEST

#KeepNorthCarolinaMoving

Join Us at 540 Fest!

As we approach the grand opening of the first phase of Complete 540, we're excited to announce the upcoming 540 Fest, a celebration of the all the hard work that went into the project.

We look forward to celebrating with you!



Join Us!

June 22, 2024

8:00 a.m. – 12:00 p.m.

Parking at Wake Technical Community College Southern Wake Campus with shuttle to event

9101 Fayetteville Road, Raleigh, NC 27603



Wrong-Way Driver Detection & Notification System

I-485 Express Lanes Update

Brian Davis, P.E.
Resident Engineer

I-485 Express Lanes



General Construction Update

Division 10 Construction

Westinghouse Direct Connect



Division 10 Construction

Johnston Road Interchange



Division 10 Construction

Substantial Completion

- Substantial completion of mainline I-485 has moved to summer 2025
- Why has the date for substantial completion moved?
 1. The Department has revised and added work to the project
 2. Post pandemic contractor work force shortages
 3. Post pandemic material procurement delays

Toll Technology Update

Manish Chourey
Chief Technology Officer

C540 – Toll System Installation Status

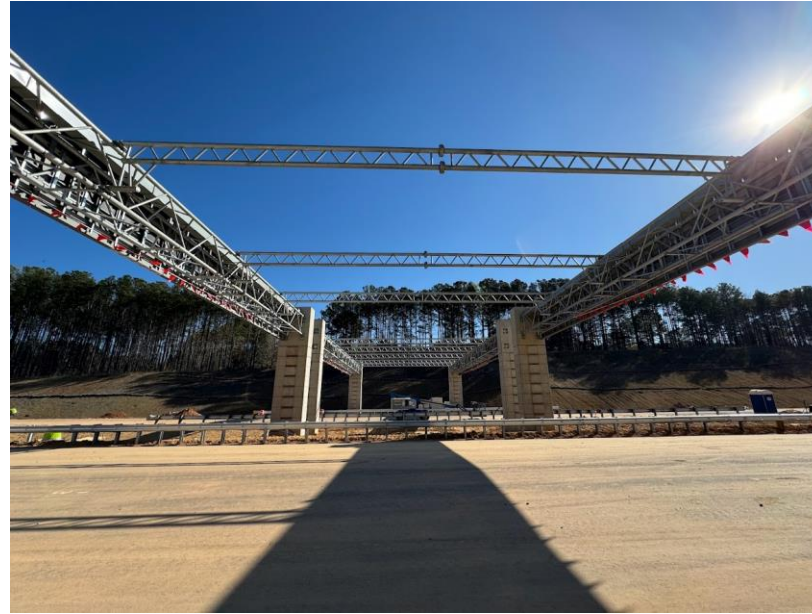
- 4 of 6 toll sites - Turned over to Kapsch (Sites 1 – 4)
- 2 of 6 toll sites – Turnover walkthrough occurred 5/9 (Sites 5-6)

Typical Toll Site Installation Schedule

1. Contractor constructs toll site infrastructure
2. Toll site inspections occur and then toll site turnover
3. Toll integrator installs toll vault and overhead tolling equipment
4. Toll site testing begins
5. Final acceptance of toll site is reached



Contractor crews installing vault building at Site 4 on R-2828



Toll Site 1 ready for turnover on R-2721A



Kapsch crews installing overhead toll equipment at Site 3 on R-2721B

I-485 Project Status

- The team is progressing through detailed design and testing documentation
- Installation documentation for Site 1 is complete
- Required materials for Site 1 and nearly all materials for the entire project have been procured
- The first toll site scheduled turnover is TBD
 - The site is largely complete, but is pending the implementation of lightning protection on the gantry
 - The toll vendor is ready to begin installation immediately to prepare for on-site Factory Acceptance Testing



Conduit and pull boxes installed, concrete pad poured



Express lane gantry at Site 1

Transponder Management and Fulfillment

Timeline

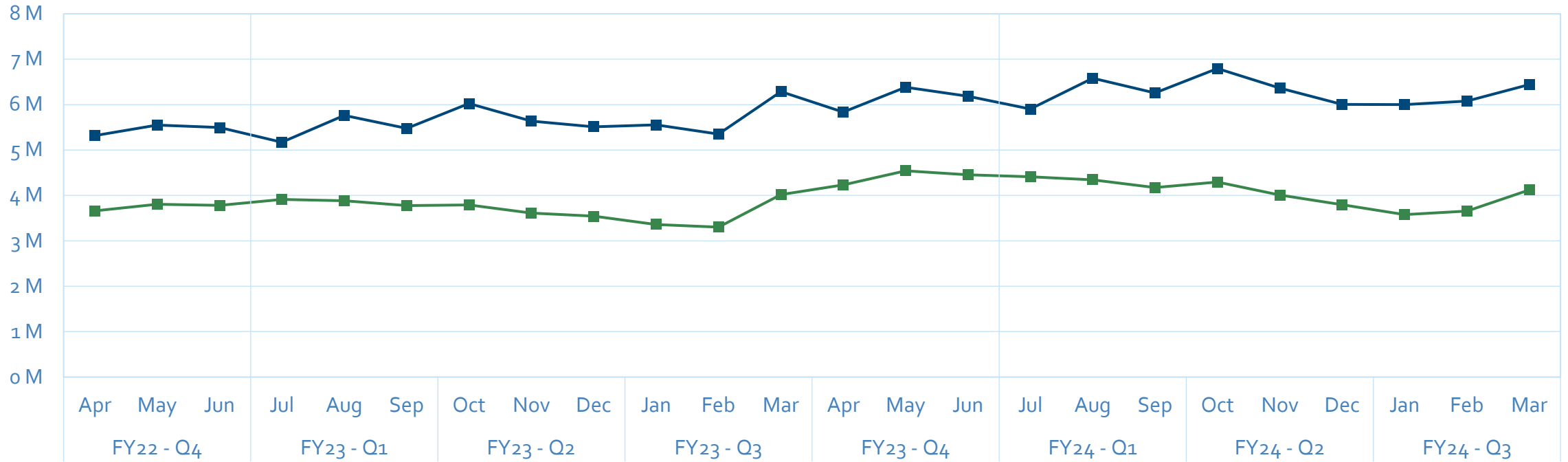
Category	Date
✓ Issue Request for Proposal	✓ February 8, 2024
✓ Mandatory Pre-Proposal Scope of Services Meeting	✓ February 19, 2024 (11:00 a.m. EDT)
✓ Proposer Questions Due	✓ March 11, 2024 (4:00 p.m. EDT)
✓ Technical Proposals Due	✓ April 15, 2024 (4:00 p.m. EDT)
✓ Oral Presentations and Interviews	✓ May 13 - 14, 2024
Price Proposals Due	May 29, 2024 (4:00 p.m. EDT)
Ranking of Proposers	Week of June 4, 2024
Notice to Proceed / Award of Contract	Week of June 10, 2024

Traffic Statistics

The background features a dark blue field with a subtle, light blue hexagonal grid pattern. Overlaid on this are several dynamic, glowing trails of small particles in shades of light blue and green. These trails form wavy, undulating shapes that suggest movement and data flow, typical of a network or traffic visualization.

Transaction Statistics

■ Triangle Expressway
 ■ Monroe Expressway



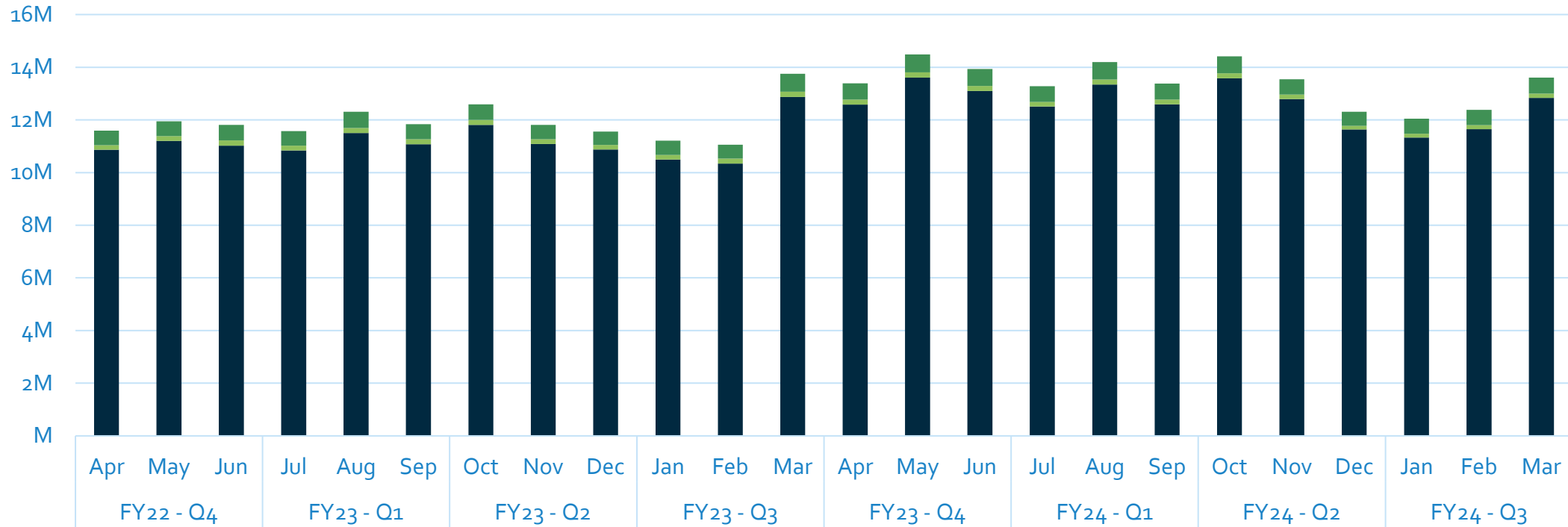
	FY22 – Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4	FY24 – Q1	FY24 – Q2	FY24 – Q3
Triangle Expressway Transactions	16,362,983	16,411,044	17,173,111	17,187,124	18,398,953	18,742,244	19,164,847	18,520,073
YOY Percent Change	14.7%	8.3%	11.1%	21.3%	12.4%	14.2%	11.6%	7.8%
	FY22 – Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4	FY24 – Q1	FY24 – Q2	FY24 – Q3
Monroe Expressway Transactions	11,244,256	11,571,805	10,944,411	10,685,124	13,233,961	12,930,521	12,093,407	11,353,910
YOY Percent Change	3.9%	3.0%	5.1%	15.8%	17.7%	11.7%	10.5%	6.3%

Total Posted Transactions

YOY Growth: 5.3%

NC Quick Pass Program

■ Class 1 ■ Class 2 ■ Class 3



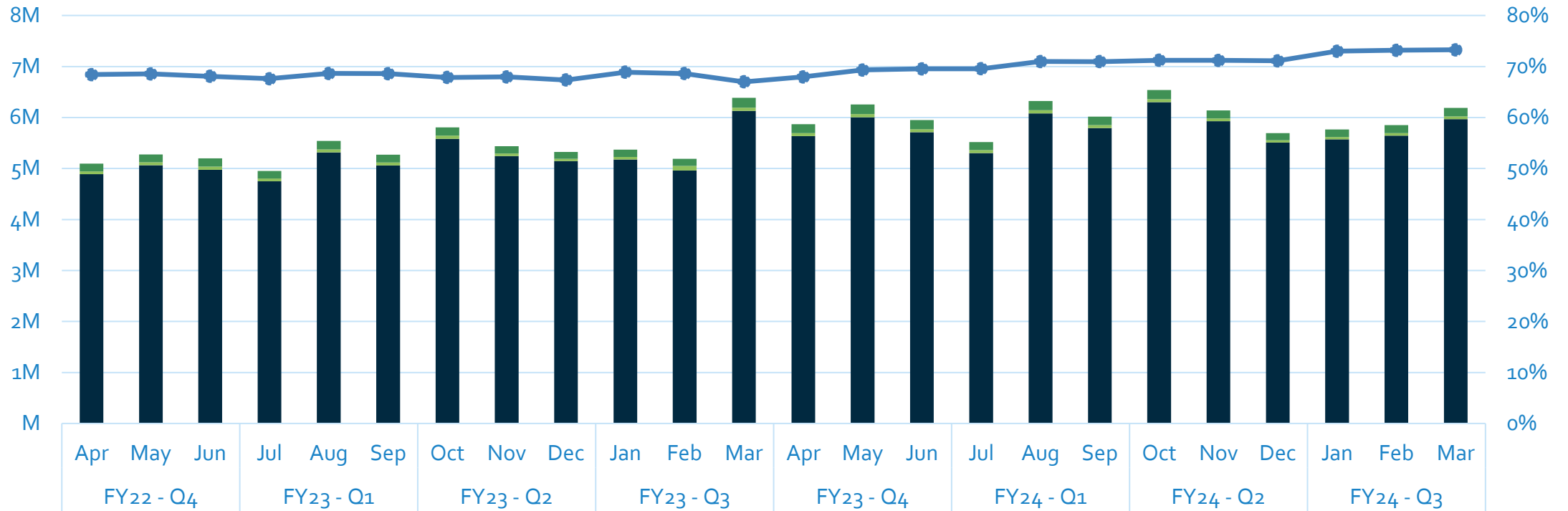
	FY22 – Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4	FY24 – Q1	FY24 – Q2	FY24 – Q3
Total Posted Class 1 %	93.61%	93.57%	93.92%	93.58%	93.95%	94.07%	94.37%	94.12%
Total Posted Class 2 %	1.57%	1.57%	1.52%	1.57%	1.40%	1.36%	1.24%	1.22%
Total Posted Class 3 %	4.81%	4.86%	4.56%	4.86%	4.65%	4.58%	4.39%	4.66%

Total Posted Transactions

YOY Growth: 4.8%

Triangle Expressway

Class 1 Class 2



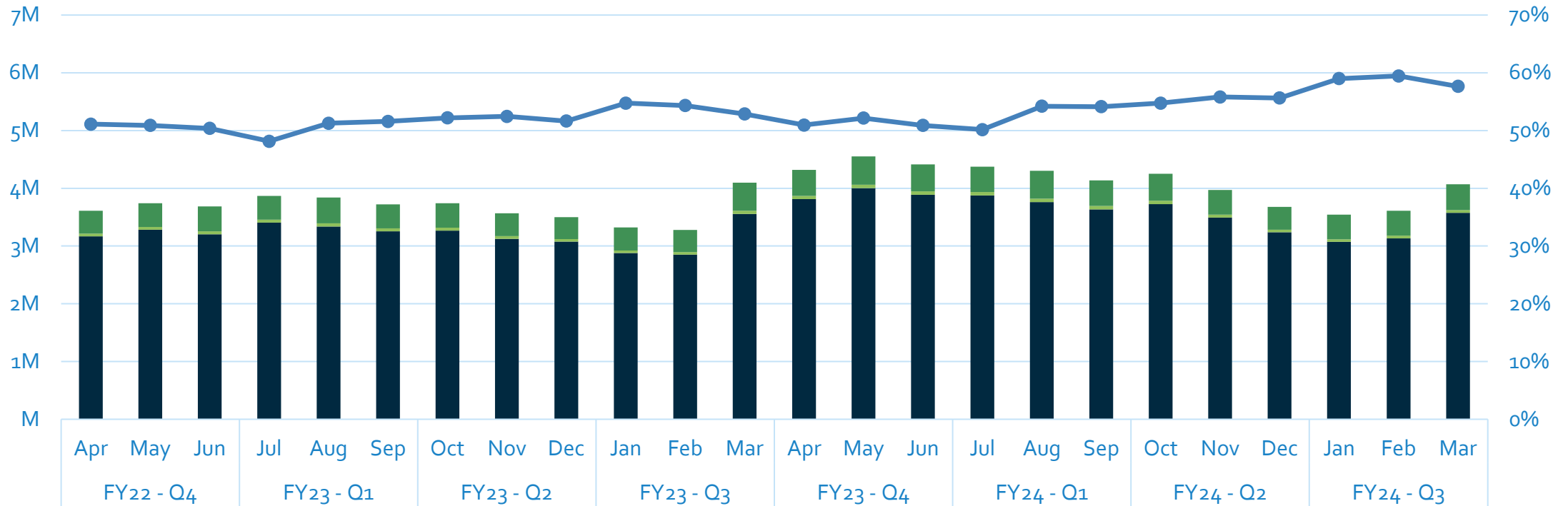
	FY22 – Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4	FY24 – Q1	FY24 – Q2	FY24 – Q3
TriEx Class 1 %	95.88%	95.92%	96.39%	96.01%	96.02%	96.17%	96.52%	96.48%
TriEx Class 2 %	1.11%	1.12%	0.97%	1.18%	0.99%	0.99%	0.88%	0.88%
TriEx Class 3 %	3.01%	2.96%	2.64%	2.81%	2.99%	2.84%	2.61%	2.64%

Total Posted Transactions

YOY Growth: 4.7%

Monroe Expressway

Class 1 Class 2 Class 3 Monroe Prepaid %



	FY22 – Q4	FY23 – Q1	FY23 – Q2	FY23 – Q3	FY23 – Q4	FY24 – Q1	FY24 – Q2	FY24 – Q3
Monroe Class 1 %	87.47%	87.53%	87.61%	86.76%	88.10%	87.99%	87.89%	87.12%
Monroe Class 2 %	1.35%	1.35%	1.28%	1.35%	1.32%	1.37%	1.29%	1.28%
Monroe Class 3 %	11.18%	11.12%	11.11%	11.90%	10.58%	10.65%	10.82%	11.60%

Monthly Transponders Distributed

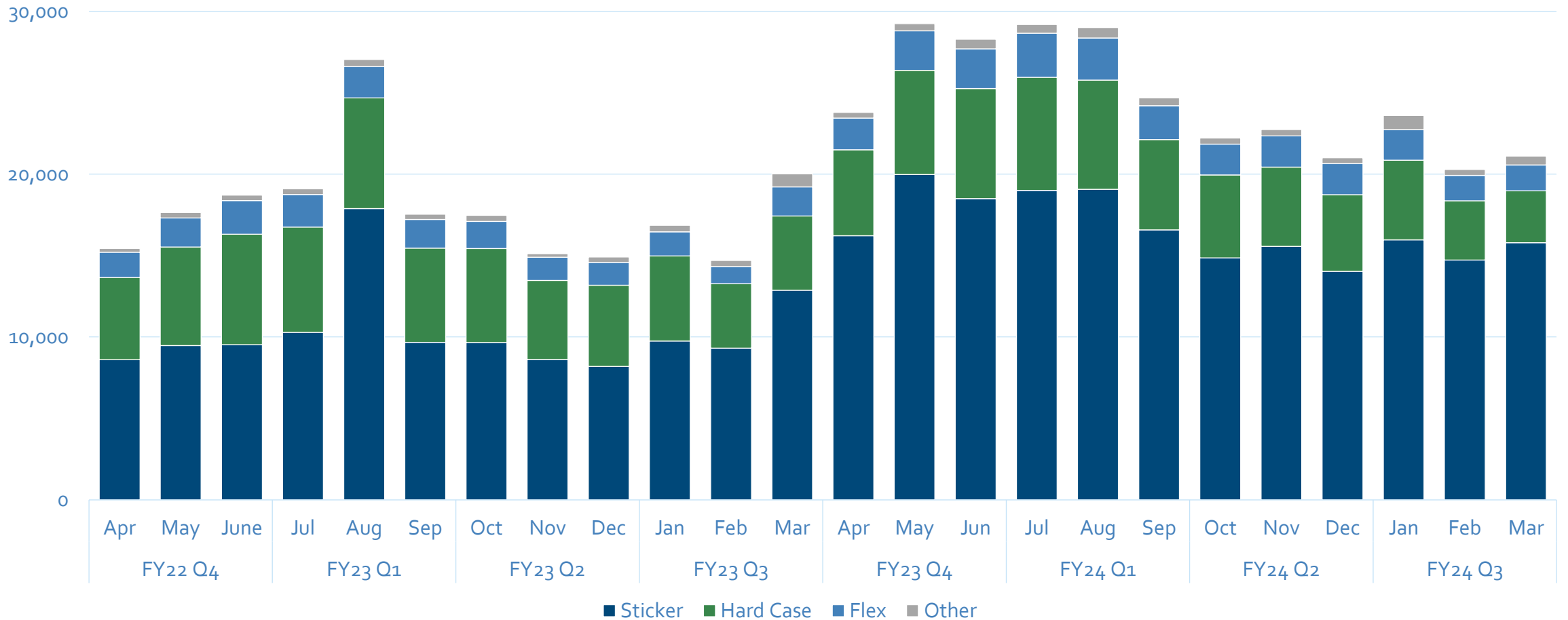
NC Quick Pass Program

YOY Transponder Distribution

Growth: 31.4%

1,683,412

Transponders Distributed/Ordered as of Mar. 31, 2023



Customer Service Center Update

Angela Queensland
Manager of Customer Service

Customer Service Locations

- Customer Service Center
- Call Center

Winston-Salem

Call Center

5635 W. Hanes Mill Rd.
Winston-Salem, NC 27105

Rocky Mount

Call Center

1533 N. Church St.
Rocky Mount, NC 27804

Charlotte

Customer Service Center

8015 W. W.T. Harris Blvd.
Charlotte, NC 28216

Monroe

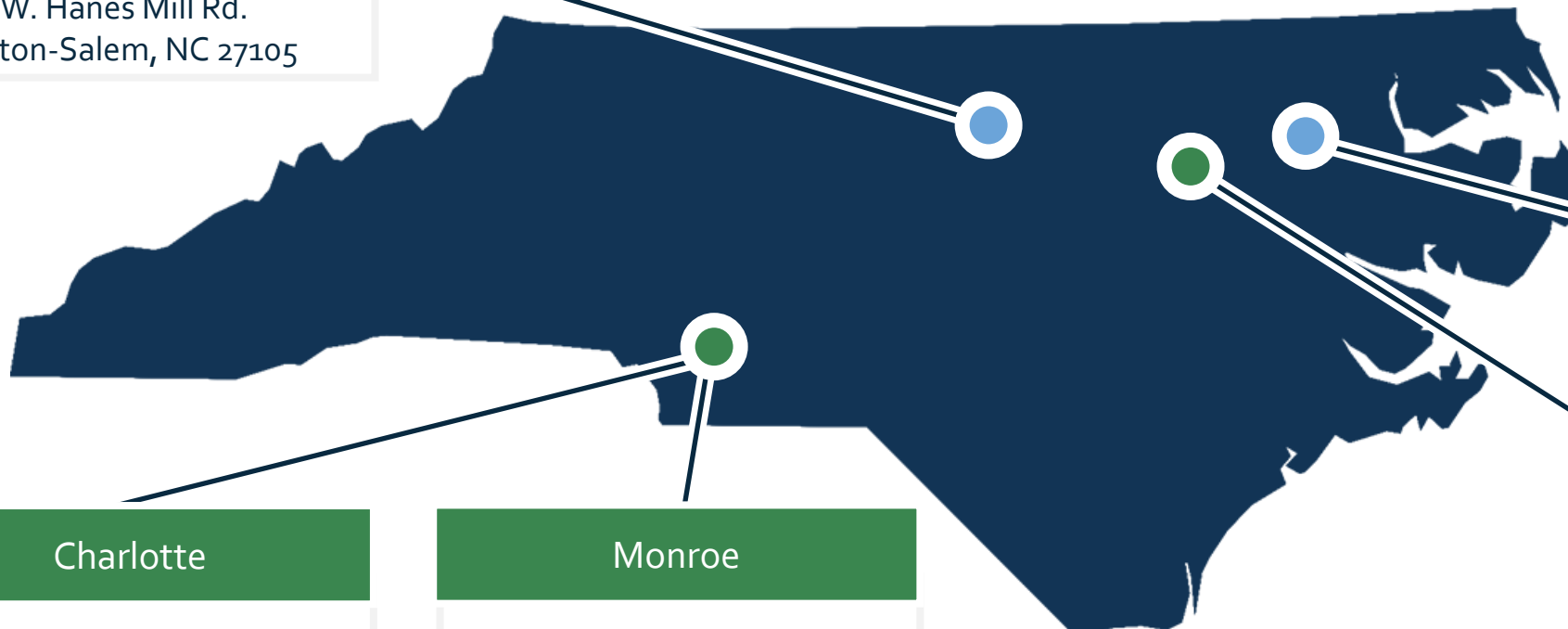
Customer Service Center

3034 Winston Ave.
Monroe, NC 28110

Morrisville

Customer Service Center

200 Sorrell Grove Church Rd.
Morrisville, NC 27560

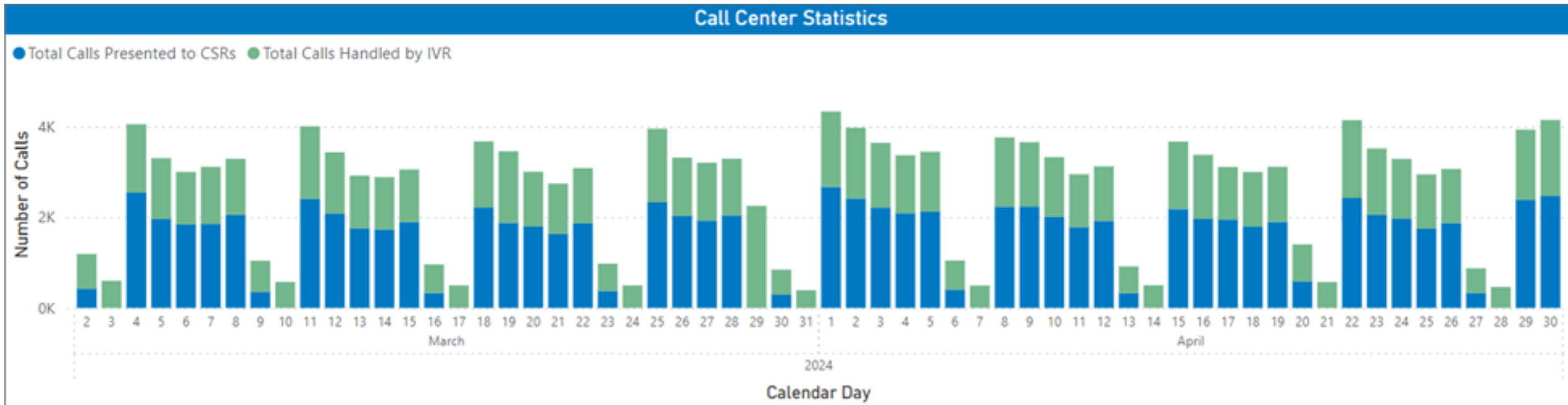


Quick Pass Staff Distribution

- Rocky Mount
 - 70 agents
 - Winston-Salem
 - 53 agents
 - Morrisville
 - 23 agents
 - Walk-in Centers
 - 9 agents
- Benefits
 - Continuity
 - Talent acquisition
 - Bilingual candidates

Call Center Statistics

NC Quick Pass Program

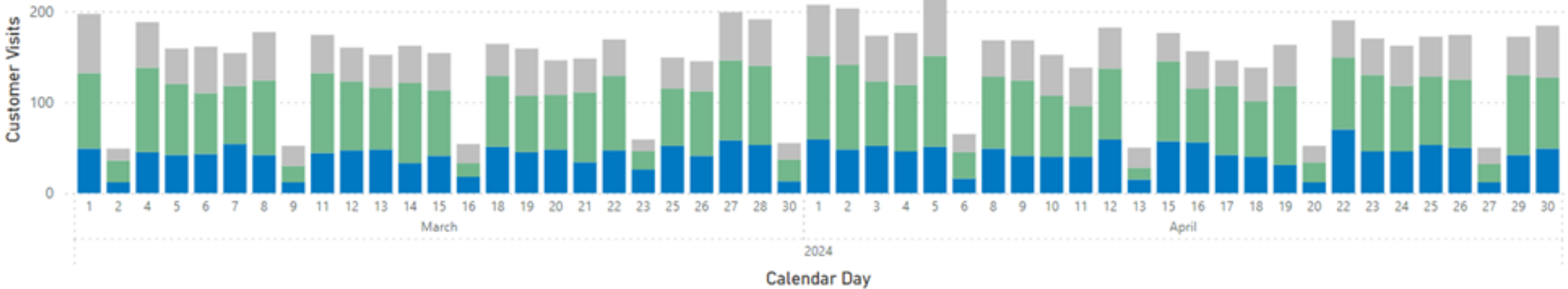


Walk-in Center Statistics

NC Quick Pass Program

Walk In Center Statistics

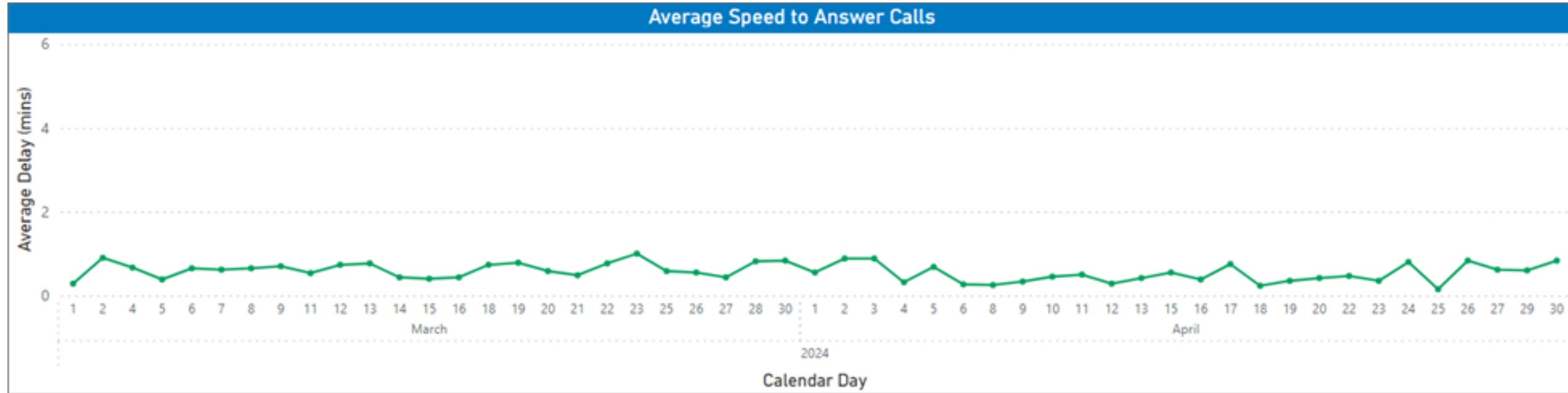
● Morrisville ● Monroe ● I-77



Average Speed to Answer Calls

NC Quick Pass Program

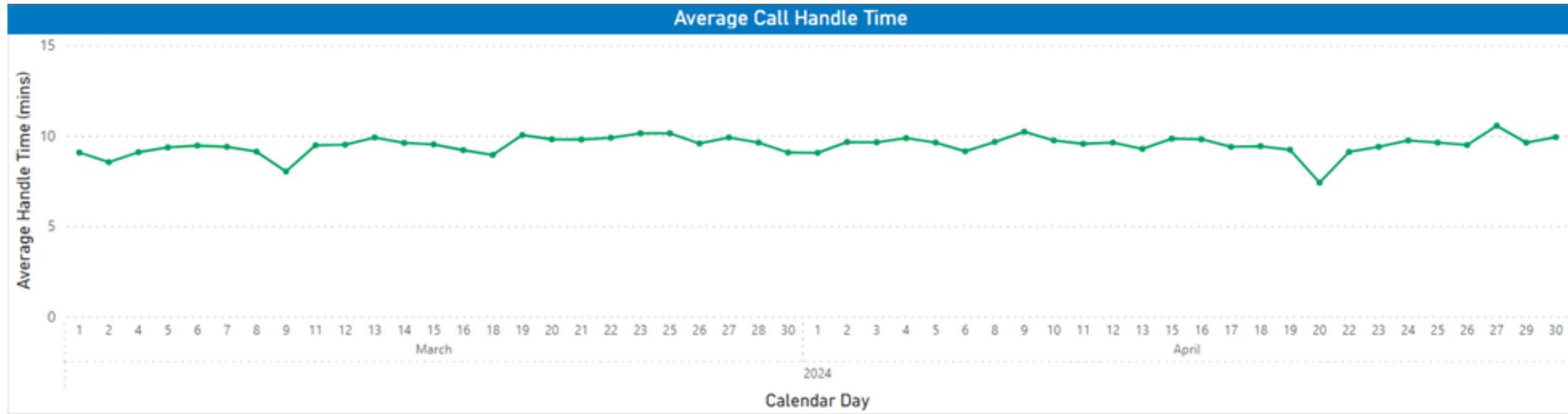
Average Speed to Answer Calls



Average Call Handle Time

NC Quick Pass Program

Average Call Handle Time



Contact Us



ncdot.gov/turnpike



[@NCTurnpike](https://twitter.com/NCTurnpike)



[@NorthCarolinaTurnpikeAuthority](https://www.youtube.com/@NorthCarolinaTurnpikeAuthority)



ncquickpass.com



Thank you!